

PERFORMANCE WORK STATEMENT
HAZARDOUS MATERIALS REGULATIONS
WEB BASED TRAINING

SECTION I - GENERAL

1.0 BACKGROUND

The Multi-Modal Safety Division was established in direct support of the Department of Transportation's mission to provide economical, timely, state-of-the-art training and educational opportunities to the Hazardous Materials industry. The Division, housed within the Research and Innovative Technology Administration's (RITA) Transportation Safety Institute (TSI), serves as the primary Hazardous Materials training unit for USDOT. Our courses equip Hazardous Materials personnel with high performance skills needed to effectively package, mark, label and ship Hazardous Materials.

1.1 AUDIENCE

There are thousands of shippers, carriers and enforcement agencies in the United States that are subject to and enforce the Hazardous Materials Regulations (HMR). Each company in the private sector assigns at least one person to be responsible for compliance with the HMR, however larger carriers usually assign several people to specific sections for more effective compliance. As the HMR are sometimes complex and non-compliance affects the carrier's safety rating, more and more shippers are turning to formalized training to avoid costly penalties, improve safety ratings and reduce accidents. Although the total potential audience is unknown, it is reasonable to assume that web based training on the HMR from TSI would be of definite interest to shippers, carriers and enforcement agencies and their millions of employees.

1.2 SCOPE OF WORK

TSI has established the following training goals, which will drive the overall design of the Internet based training program:

- Training will enhance awareness of the HMR and increase knowledge of specific requirements contained in major sections;
- Training will enable users to identify and reference specific major/minor sections within the HMR according to their title and content;
- Training will enable users to acquire knowledge and skills that are necessary to comply with the HMR.
- Training must have hyper link to other documents and resources.

2.1 LEARNING OBJECTIVES

Training for each subject module should enable users to satisfy the following objectives. After completion of the instruction, participants will be able to:

- Comply with record-keeping requirements
- Reference and apply specific parts of the HMR
- Determine violations of the HMR
- Identify and classify Hazardous Materials according to the HMR
- Develop action plans for correcting compliance issues.

2.2 PROPOSED TRAINING

The vendor will create an Internet based training course to instruct an audience of shipping and enforcement personnel to comply with sections of the HMR* The following list is illustrative, but not inclusive, of all subjects that would be appropriate for training under this contract:

Program 1: Haz Mat CFR 49

(each module is a different certificate and counts as a student)

Module 1 Basic Hazardous Materials Transportation Training Program
(contains 10 units that can be selected)

- Unit 1 General Awareness and Familiarization
- Unit 2 Identification of Hazardous Material
- Unit 3 Packaging Operations
- Unit 4 Marking of Packages
- Unit 5 Labeling of Packages
- Unit 6 Shipping Papers
- Unit 7 Placarding
- Unit 8 Segregation and Separation
- Unit 9 Special and Unique Moves
- Unit 10 Safety

***TSI presently offers a 24-hour instructor led course covering these sections/topics. TSI will provide lesson plans, resource materials, PowerPoint presentations and a current issue of the Hazardous Materials Regulations, containing the Code of Federal Regulations, Title 49, to the vendor selected to implement the Internet based training program.**

2.3 DESIGN CRITERIA

It is likely that the training program developed under this contract will represent a first-time experience with e-learning for many potential users. Accordingly, the instructional and navigational design should be sensitive to novice users.

Programs must incorporate audio/visual elements and a high level of interactivity that reinforces the content. It is also expected that some users may desire access from home using only a 56K modem. Therefore, both 56K and broadband access should be considered when designing the programs. Adobe Connect will be used to host the class. Content must be developed using Adobe Presenter and Adobe Captivate. All Course content must be 508 compliant. TSI will be provided with a copy of all videos, pictures and course content in its native format.

Section 3: TECHNICAL REQUIREMENTS

3.1 Learning Environment and Design

- a) Course will be asynchronous (self-paced).
- b) Coursework will be designed with as much interaction as possible. Correct responses will receive appropriate feedback– with appropriate subject matter elaboration.
- c) Information will be presented using a variety of multimedia approaches – including text, graphics, animation, and audio/visual elements appropriate to effectively convey both training goals and learning objectives.
- d) Besides responding to interactive questions throughout the course, users will be required to complete quizzes, work projects and a final exam.
- e) Tests and other evaluation instruments will be designed to determine comprehension of stated learning objectives related to each content area.
- f) Users must respond to each exam question before advancing to the next question.
- g) In order to receive course credit and a printed certificate of completion from TSI, users must receive a score of eighty percent (80%) on final examination.
- h) The program will allow authorized users to retake the final examination at least two (2) times in order to raise their final score before notification of failure.
- i) TSI will provide informational support regarding the content of the coursework.
- j) The vendor will provide relevant printed resource materials for each session. Printed materials will be relevant to the specific coursework in progress; however, printed materials will be designed to function as future reference in compliance with the HMR. Users will be able to print relevant resource materials from the learning site.
- k) Each training section of the HMR will be in module format to allow users the ability to select, complete, and receive credit for each module.
- l) Each unit can be taken as a stand alone course.
- m) Each module will be of sufficient length to complete module objectives.
- n) Adobe Connect will be used to host the class-future applications.
- o) Content must be developed using Adobe Presenter and Adobe Captivate.
- p) Training will be provided to TSI personnel on the process of converting the course material for use in Adobe Connect.
- q) Final product will be delivered as a SWF in addition to source files.
- r) Each learning module will have at least one “Absorb” activity. Examples of these types of activities are presentations, storytelling, readings or field trips.
- s) Each learning module will have at least one “do” activity. Examples of these types of activities are practice activities, discovery activities, games and simulations.

- t) Each Module will have at least one “connect” activity. Examples of these types of activities are ponder activities, job aids, research activities, and original work.

3.1.1 FEATURES

Features within the course include, but are not limited to:

- a) Links to relevant and content-specific parts of the regulation.
- b) Library with regulations, regulatory guidance, relevant Web sites and printable resources.
- c) Engaging Interactions to apply knowledge.
- d) Case studies to apply knowledge just learned.
- e) Corrective feedback.
- f) Comment feature that automatically bookmarks where the student was at the time he encountered a question or problem.
- g) Narration.
- h) Mastery-based Tests.
- i) Contextual and animated graphics.
- j) Printable resources.
- k) Printable Certificate of Completion.
- l) Self-paced content

SECTION 4: WORK RELATIONSHIP BETWEEN TSI AND VENDOR:

4.0 Marketing

Responsibility for marketing the online course will rest with TSI.

4.1 TSI Responsibility

TSI will provide the vendor with the appropriate support documentation (i.e. lesson plans, slide presentations, related training materials and a printed copy of the Code of Federal Regulations) currently used in TSI instructor-led training for the successful completion of the project. TSI will also provide free access to the vendor’s personnel to the TSI instructor-led classroom for the purpose of gathering course materials, case studies, tape recording sessions, etc.

TSI will make available a subject matter expert (SME) with decision making authority to serve as a project coordinator/manager who will coordinate closely with the Vendor’s Project Manager. This SME will offer regulatory content guidance to the vendor. The SME will provide appropriate materials, review program goals and objectives, and review scripts, exams, and programs for technical accuracy as they are developed.

TSI will review and approve all deliverables.

4.2 Use of Vendor name, logos, ect.

The Online training modules may not contain references to, or visual suggestions of, the vendor, vendor associates or vendor partners including the use of the terms *hosted by*, *powered by* and *designed by*.

SECTION FIVE: DELIVERY OF COURSES

5.0 Delivery of Courses

The following list of courses that have been identified and are illustrative, but not inclusive, of all subjects that will be developed for training under this agreement:

Program 1: Haz Mat CFR 49

Module 1 Basic Hazardous Materials Transportation Training Program

- Unit 1 General Awareness and Familiarization
- Unit 2 Identification of Hazardous Material
- Unit 3 Packaging Operations
- Unit 4 Marking of Packages
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5.1 Timelines

This Module is expected to take approximately 22 weeks to develop which translates to approximately 1 hour of online content for a total of 8 hours of online content for the ten areas identified above. This development timeline is based on the following project phases:

<u>PHASE</u>	<u>PROJECTED TIME REQUIRED</u>
Project Kick-off	1 week
ID/Writing	4 weeks
Layout/Graphics	9 weeks
TSI Reviews	2 weeks
Mastery	2 weeks
Final TSI approval	2 weeks

SECTION 2 - DEFINITIONS

SECTION 6 - REFERENCES AND GUIDELINES

Guidelines:

DELINEATION OF CONTRACTOR TASKS

In order to meet the requirements of this order, the contractor shall perform the following:

Description of Work Tasks

The contractor shall perform satisfactorily at a minimum the following tasks:

Task 1 - Develop a Detailed Work Plan and Kickoff Meeting

- Provide a draft and final detailed work plan containing the management approach and critical schedule needed to complete the tasks. The contractor shall participate and present the draft detailed work plan in a kickoff meeting at TSI offices with the CO and COTR. The detailed work plan shall include:
 - Timeline for rollout of deliverables, including a schedule of periodic meetings with the COTR. Meetings are to be held in Oklahoma City, OK at the TSI offices.
 - Present the draft detailed work plan at the kick-off meeting. The COTR will review and return the draft detailed work plan to the contractor with comments. Upon receiving the draft detailed work from the COTR, the contractor shall incorporate the comments and submit the final detailed work to the COTR.
 - Attend the kickoff meeting and take notes of the discussions. The notes shall be submitted electronically to the COTR.
 - Take minutes during all meetings and deliver them to the Task Monitor (TM) no later than one week following all meetings.

Task 2 – Developing the course material

- Develop a sample, first article module that:
 - show case the vendor's asynchronous content development skills and interactive features by providing samples
 - includes test questions in various locations in the module and a final test at the end of the module
 - based on the actual HMR material provided by TSI
 - published to TSI's Connect site and must be fully functional in all regards
 - contain at least 12 different interactive elements using at least 6 different animation or interactive approaches
 - Present the draft module to the COTR in accordance with the schedule laid out in the approved work plan. The COTR will review and test the sample module and will provide comments and corrections to the contractor. Upon receiving the comments and corrections from the COTR, the contractor shall incorporate the comments and corrections and submit the corrected, sample to the COTR for approval. This cycle of submissions and approval shall continue until the module gains final approval by the COTR.

Task 3 – Develop and publish the final course material

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Task 4 – Review and Update at least Annually or whenever the Hazardous Materials Regulations change

Task 5 – Customer Support

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Deliverables and Documentation:

Task 1 - Developing a Detailed Work Plan and Kickoff Meeting

The contractor shall:

- Present a draft Detailed Work Plan no more than fifteen (15) days after the award of the contract.
- Including, but not limited to, key personnel attend a Kick-Off Meeting no more than fifteen (15) days after the award of the contract.

Task 2 – Developing a sample, first article module

Task 3 – Develop final course material

Task 4 – Customer Support

The contractor shall:

- Develop and maintain a Frequently Asked Questions (FAQs) on-line resource for TSI employees and Users within 45 days of contract award.
- Provide initial training to current TSI employees as detailed in the work plan schedule
- Provide initial training to any new TSI employees assigned to the project within five (5) business days of notification of new assignment.

Task 5: - Review and Update Annually

The contractor shall: